

Owner/Agent Quick Reference Chart – Who to Contact: MSHDA, MMAM or EPS?

You Should Contact MMAM When You Want To: Main Line: 517-267-9277	You Should Contact EPS When You Want To: Main Line: 800-639-6512	You Should Contact MSHDA When You Want To: Main Line: 517-373-1973
<ol style="list-style-type: none"> 1. Inquiry about the status of a Management and Occupancy Review (MOR) – Cathie Risko or Senior Asset Manager 2. Ask a specific processing question regarding Contract Renewals – Kyle Barber or Greg Wicklund 3. Process a rent increase or utility allowance – Kyle Barber or Greg Wicklund 4. Send responses to Management and Occupancy Review (MOR) – Senior Asset Manager 5. Inquire about the status of a Contract Renewal or Adjustment – Kyle Barber 6. Inquire about Opt-Outs – Kyle Barber 7. Offer a general complaint – Cathie Risko, Lucie Du, Les Kanis 	<ol style="list-style-type: none"> 1. Inquire about the status of submitted TRACS file/HAP voucher – Helen Taylor 2. Address discrepancies on your monthly HAP voucher – the Data Analyst you are working with on the voucher with discrepancies. 3. Ask TRACSMail\202b questions: Hilary Crowell 4. Discuss complaints, comments or policy issues – Rich Crowell, Fred Hutchins <p>Note: transmission problems and password resets should be addressed as such:</p> <ul style="list-style-type: none"> • Electronic Transmission problems, password resets – TRACS Hotline – 800-767-7588 • TRACSMail ID's – Aspen Systems – 800-685-8470 	<ol style="list-style-type: none"> 1. Inquiry about the status of your HAP payment (once approved by EPS) – Shelly Cease 2. Change your bank account information – Shelly Cease 3. Inquiry about the status of your Special Claim – Sarah Rockafellow, Maggie Droste 4. Ask general vouchers questions – Sarah Rockafellow 5. Investigate tenant or congressional inquiries – MSHDA Resident Coordinator (517) 241-0971 6. Address a physical inspection follow-up issue: Attachment 3, Owner Certifications – MSHDA REAC Coordinator 7. Ask general program questions, policy issues or improvement ideas – Daphne Wells, Margie Zak

**Owner/Agent Quick Reference Chart – Who to Contact:
MSHDA, MMAM or EPS?**

You Should Contact MMAM When You Want To: Main Line: 517-267-9277	You Should Contact EPS When You Want To: Main Line: 800-639-6512	You Should Contact MSHDA When You Want To: Main Line: 517-373-1973
8. Ask about a finding in the Management and Occupancy Review (MOR) – Senior Asset Manager 9. File an MOR appeal – Cathie Risko		8. Discuss processing issues related to our subcontractors – Margie Zak